

COMPUTER LEVEL II TECHNICIAN

Successful Computer and I.T. Consulting Firm is looking to hire a Full-Time, Experienced Professional Computer Level II Technician. Candidate must be proficient with PCs, Servers, and small business network infrastructure. This job requires a great attitude, professional appearance, good communications skills, solid work ethic, and a desire to be challenged. The ability to provide outstanding customer service is a must. Salary is commensurate with experience. 5 + years of experience preferred.

We have been in the IT business for over 15 years specializing in Information Technology Consulting, Solutions, and Support by providing high-level and timely service and support. We need an individual that takes their Career seriously and wants to get with a growing company that will recognize and reward their hard work.

Please read the job requirements below and IF you think you have what it takes and want to take your career to the next level, then send us your resume along with Supervisory References. Email your resume or any questions to info@cypresstechla.com.

Responsibilities:

- Remotely support client's desktops and laptops, software, and peripheral devices
- Remotely support and maintain client's Windows Servers including Active Directory
- Accept and route incoming phone calls and requests from clients and staff as needed
- Setup and support client networks including switches, routers, VPNs, firewalls, etc.
- Setup and maintain email services for clients
- Setup and support in-house and client VoIP systems
- Setup and support client anti-virus software and backup systems
- Document procedures used in aspects of client support systems
- Handle, maintain, and document tickets assigned from Help Desk in a timely manner
- Other duties as assigned

Technical Qualifications

- Strong working knowledge of Microsoft Windows operating systems and Microsoft Office products
- Experience working with 2008, 2012, Active Directory, Group Policy design & implementation a preferred.
- Experience with anti-virus and spyware software
- Ability to troubleshoot issues with Windows desktop operating systems (Windows 7, 8, etc.)
- Working knowledge of TCP/IP, DNS, DHCP, switches, routers and other network devices
- Working knowledge of desktop peripheral devices including printers, scanners, etc.
- Maintain and update a work log on all open tickets daily. Communicate those updates as necessary on progress and status

Non-Technical Qualifications

- Excellent verbal and written communication skills
- Strong troubleshooting skills
- Strong attention to detail
- Strong customer service skills
- Ability to stay calm in stressful situations, especially when dealing with demanding customers and/or upper management
- Ability to handle multiple competing priorities
- Ability to work with minimal supervision and also work as a team
- Ability to use discretion and confidentiality with access to sensitive data
- Ability to adapt and learn new software and technologies quickly

Education/Experience:

- High school education or equivalent required. Technical training and/or college degree preferred.
- A+, MCP or MCSE preferred or a willingness to acquire technical certifications
- Previous Help Desk experience preferred.

Working Conditions / Other Requirements:

Normal office hours with some but minimal overtime requirements - flexibility a must

Dress is business casual

Located in Morgan City, Louisiana in our newly renovated office

Valid driver's license, reliable transportation and proof of automobile insurance

LEVEL I TECH

with PC and laptop repairs, malware removal, and network support.

- Upgrade hardware and software
- Assist Help Desk with phone support
- Will travel to client offices within the parish

- Ability to lift computer equipment, including monitors and printers, which may weigh up to 60 lbs.